

GO FASTER! GO FURTHER!

High Speed Rail Ticketing Guide



Effective from: 15/06/2020

Ticketing at a glance

Real-name policy

Real-name ticketing means travellers should present their personal identity documents to verify their identity when they purchase, collect their tickets, and for after-sales service. There is an option for child passengers to use their own personal identity documents or those of an accompanying adult for the ticketing services. With real-name ticketing, lost tickets can be replaced and reselling can be prevented.

Accepted personal identity documents:

- Mainland Travel Permit for Hong Kong and Macao Residents (Home Return Permit)
- PRC Resident Identity Card
- PRC Exit / Entry Permit for Travelling to and from Hong Kong and Macao
- Mainland Travel Permit for Taiwan Residents
- Foreign Passports recognized by the PRC Government

Your name and part of your identity document number are printed on the ticket



Ticket types

- **Adult ticket** - travellers aged 18 or above or of a height over 1.5 metres
- **Child ticket** - travellers aged below 18 and of a height between 1.2 and 1.5 metres

Fares

- There are two sets of fares, which are the Published Fare and Implemented Fare. Implemented Fares will not be higher than the Published Fares. The Child Ticket Implemented Fare is about half of the Adult Ticket Published Fare.
- Fares are set in Renminbi (RMB) with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKDs, the fare is the valid Implemented Fare for the current month which may not be the same as the fare on the date of travel.
- For example: If you bought a ticket on 15 January for HKD 260 for departure on 5 February. Due to the subsequent appreciation of the RMB, the HKD fare is adjusted upward to \$265 on 1 February. So if you bought your ticket for the same journey on or after 1 February you would pay HKD 5 more.
- There are four different ticket price levels: Second Class, First Class, Premium Class and Business Class. Premium Class and Business Class may only be available on some Mainland trains.



Fare Charts

Purchase Cross Boundary Tickets through different channels

Ticketing channels

Cross Boundary Tickets are tickets with Hong Kong West Kowloon Station as the departure point or destination. You may purchase these tickets through the following ticketing channels provided by the MTR:

| Advance Sale | Cut-off Before Train Departure | Service Hours |
|-------------------------------------------------------------|-----------------------------------------------|---------------|
| Hong Kong West Kowloon Station: Ticketing Counter | | |
| 28 days | 30 mins ¹ | 0600-2300 |
| Hong Kong West Kowloon Station: Ticket Machine ² | | |
| 28 days | 30mins ¹ | 0600-2300 |
| Online Ticketing ³ (www.mtr.com.hk/highspeed) | | |
| 30 days ⁴ | 120 mins | 0600-2330 |
| Ticket Agent | | |
| 30 days ⁴ | Subject to the individual agent's arrangement | |
| Tele-ticketing (852-2120 0888) | | |
| 30 days ⁴ | 120 mins | 0700-2100 |

- Seats will be assigned by the system automatically
- Wheelchair space is available on trains. If you wish to buy tickets with wheelchair space, please approach the ticketing counter or call the tele-ticketing hotline to make arrangements

Payment method

| Cash | Electronic Payment ⁵ | Mobile Payment |
|---------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------|
| Hong Kong West Kowloon Station: Ticketing Counter | | |
| HKD, RMB | Visa, Mastercard, UnionPay, Octopus | Apple Pay, Google Pay, Samsung Pay, Alipay, Alipay HK, WeChat Pay, WeChat Pay HK |
| Hong Kong West Kowloon Station: Ticket Machine | | |
| HKD | Visa payWave, Mastercard contactless, Octopus | N.A. |
| Online Ticketing (www.mtr.com.hk/highspeed) | | |
| N.A. | Visa, Mastercard, UnionPay, Online Payment | N.A. |
| Ticket Agent | | |
| Subject to the individual agent's arrangement | | |
| Tele-ticketing (852-2120 0888) | | |
| N.A. | Visa, Mastercard | N.A. |

¹ Please allow sufficient time for completing security checks, immigration and boarding procedures after ticket purchase/collection. Normally, it would be as quick as around 30 minutes to finish the procedures. Passport holders, passengers using traditional immigration counters or travelling during festive seasons and public holidays, please allow extra time for your clearance process

² Ticket machines accept Home Return Permit and PRC Resident Identity Card

³ Supports desktop and laptop computers with selected browsers including Chrome, Internet Explorer and Firefox

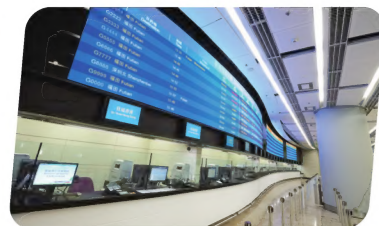
⁴ Ticket sales start at 8 a.m. on the first date of the pre-sale period for trains departing from Hong Kong

For trains from the Mainland to Hong Kong, start time of ticket sales on the first day of pre-sale period varies according to the policy of respective railway bureau

⁵ Maximum amount for Octopus and contactless credit card is HKD 1,000 per transaction

Ticket collection

Tickets sold online, through tele-ticketing or ticket agents, for both single outbound or return journeys, should be collected at ticketing counter or ticket machine² at Hong Kong West Kowloon Station. Please allow enough time for ticket collection. The cut-off time is 30 minutes¹ before your train departure time. Each traveller must present original personal identity documents that match their ticket upon collection.



After-sales service

You can **change your ticket or get a refund before your departure** and before entering the gate. The cut-off time as well as the terms and conditions may vary for individual ticketing channels. Please refer to the website for details.

- **Alteration:** You can change the departure date, time and class of your ticket once, free of charge. If your new ticket costs more*, you can top up the amount, if it costs less, you can get a refund. However, a ticket that has been changed is non-refundable. Changes are allowed at any time before departure and according to the cut-off times for different channels. For ticket alterations in Hong Kong, the latest would be 60 minutes before train departure at the Ticketing Counter of the Hong Kong West Kowloon Station.

*Including the fare difference arising from HKD fare adjustment subject to the prevailing exchange rate.

- **Refund:** If you wish to refund your ticket in Hong Kong, you should go to the Ticketing Counter of the Hong Kong West Kowloon Station at least 60 minutes before the train departure, or to the agent you purchased the ticket from if you haven't yet collected your ticket. Partial fares will be refunded as follows:

| Before train departure | Refund ratio |
|-----------------------------------------------------------------------|------------------|
| Within 48 hours to the cut-off time of respective channels for refund | 50% of paid fare |
| 48 hours to 14 days | 70% of paid fare |
| 15 days or more | 95% of paid fare |



Reminder: Purchase of Mainland Domestic Tickets in Hong Kong

Mainland Domestic Tickets are for journeys starting and ending at Mainland stations, such as from Zhengzhou East to Xi'anbei. Mainland Domestic Tickets are available at ticketing counters operated by China Railway (Hong Kong) at Hong Kong West Kowloon Station. Tickets will be issued upon purchase. Ticket alterations and refund services are also available. For alterations, a handling fee of HKD20 per ticket will be charged.

| Fares | Ticket Purchase / Collection Handling Fee (Each) |
|------------------------|--------------------------------------------------|
| Below RMB200 | HKD10 |
| RMB200 to below RMB300 | HKD20 |
| RMB300 or above | HKD30 |

Remark: Ticket alteration and refund arrangements for Mainland Domestic Tickets are different from Cross Boundary Tickets. Please visit www.12306.cn for details

Purchasing tickets from Mainland online channels for collection in Hong Kong

Mainland Domestic or Cross Boundary Tickets, which are purchased from Mainland online ticketing channels such as the 12306 website or mobile app, can be collected from the 12306 Ticket Collection Machines at Hong Kong West Kowloon Station or from the above designated counters for a handling fee. Only Simplified Chinese is available on the 12306 Ticket Collection Machines. These machines accept 2nd generation Home Return Permits, PRC Resident Identity Cards and 2nd generation Mainland Travel Permit for Taiwan Residents.



Know more about ticket purchase in Hong Kong



Mainland Ticketing Channels



Alterations and Refunds



High Speed Rail
Mobile App

Website: www.mtr.com.hk/highspeed
Ticketing and Service Hotline: (852) 2120 0888